

<p style="text-align: center;"><b>Department of Administrative Services</b>  <b>Division of Fleet Operations</b>  <b>Policies and Procedures</b></p>	<p>Effective Date: 00/00/0000 Revision Date: 05/01/03</p>
<p><b>Subject: Service Level Agreements (SLA)</b></p>	

**A. Purpose:**

- 1) To provide employees of the Division and other employees of the State of Utah guidelines governing the information contained in R27-1-2 (38) and the annual distribution of the SLA to user agencies. Agencies shall be responsible to operate their assigned vehicles in accordance with the parameters outlined and agreed to in the SLA.

**B. Policy & Procedures:**

- 1) The SLA is a yearly agreement with agencies outlining responsibilities of leasing a vehicle with DFO.
- 2) Information included in the SLA shall include:
  - a) Agency Vehicle listing
  - b) Agreement to pay all DFO rates
  - c) Accident liabilities, and reporting procedures
  - d) Vehicle complaint response procedures
  - e) Agency Contact information for each category of fleet management
  - f) Repair procedures
  - g) Driver responsibilities
  - h) Preventive Maintenance procedures
  - i) Emergency repair procedures
  - j) Commute procedures
  - k) Capital Lease responsibilities
  - l) Request for secondary insurance coverage

- m) Care of Vehicles (park off the street)
  - n) Violation of SLA procedures
- 3) DFO will review the SLA agreement for full service lease and capital only lease in March of each year to determine if all items in the SLA are in accordance with administrative rules or if additional information is required.
  - 4) SLA's will be distributed to all agencies prior to the beginning of each fiscal year and returned no later than the July start date of the new fiscal year.